

VMware Production Support

Focused, 24-hour support for production environments

KEY BENEFITS

- Available by region
- 24x7 support for Severity 1 issues
- Unlimited number of support requests
- Up to 6 Administrators
- Online access to documentation and technical resources, knowledge base articles, and discussion forums
- Online access to product updates

ADDITIONAL INFORMATION

Purchase information can be found by dialing one of [VMware's toll free numbers](#) and choosing the Sales Option or contacting one of [VMware's resellers](#). Additional information about VMware's support policies and offerings can be found in the [VMware Technical Support Guide](#).

Overview

The VMware® Production Support is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

OVERVIEW	
Environment Type Supported	Cloud or On-Premises
Length of Service	1 or 3 years
Online Access to Product Updates	Yes
Online Access to Product Upgrades	Yes
Products Supported [1]	Support by Product Matrix
Method of Access	Web
Response Method	Telephone / Web
Remote Support	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Number of Support Administrators	6
Number of Support Requests	Unlimited
Root Cause Analysis	Only available with VMware Premier Support and VMware Success 360

Target Response Times	Severity 1 within 30 minutes, 24 hrs/day, 7 days/week
	Severity 2 - 4 business hours, 10 hrs/day, 5 days/week
	Severity 3 - 8 business hours, 10 hrs/day, 5 days/week
	Severity 4 - 12 business hours, 10 hrs/day, 5 days/week
Business Hours	Please refer to VMware Severity Definitions and Response Times

[1] The purchase of Production Support for VMware Desktop Hypervisor products requires a minimum license quantity of ten (10) per supported product